

Community Development Initiative of Arizona Steering Team  
Arizona Department of Health Services  
150 N. 18<sup>th</sup> Avenue, Phoenix  
Conference Room 285B

Friday, April 14, 2006  
9:00 a.m. to 11:30 a.m.

## Agenda

### In attendance:

Robert Crouse, ADHS/Division of Behavioral Health Services  
Gina Flores, Arizona Health Care Cost Containment System  
Susan Hallett, Arizona Department of Economic Security  
Becky Hamblin, Parent Community Development Leader Children and Family Alliance  
of Southern Apache County  
Linda Hamman, ADHS/Office for Children with Special Health Care Needs  
Mark Homan, Community Development Author/Educator  
Vicki Johnson, MIKID  
Liz McClain, PGBHA  
Molly Parrott, Northern Arizona Regional Behavioral Health Authority  
Ramona Quihuiz, ADHS/Office for Children with Special Health Care Needs  
Marta Urbina, ADHS/Office for Children with Special Health Care Needs  
Judy Walruff, Governor's Office for Children, Youth and Families

### Welcome and Introductions –

Everyone had an opportunity to introduce themselves to Judy as this is her first meeting. Judy is filling the position previously held by Mary Warren.

### History of CDI-AZ –

Becky expressed that she has already spent some time orienting Judy about the Community Development Initiative of Arizona. This initiative is important for the child serving state agencies and at the state level this initiative helps promote the philosophy and approach that is successful at the local communities. The child serving state agency Directors want their agencies to develop relationships with individuals/constituents and families at the local level. A great deal of time has been spent orienting the Directors about this “new way of doing business”. Reflected on the initial presentation to the Governor's Children's Cabinet in August 2004 by Becky Hamblin and Kim Stamper, Parent Community Development Leaders and Cathryn Echeverria, ADHS/OCSHCN Office Chief. Vicky Johnson with MIKID and Jane Kallal with the Family Involvement Center joined the presentation.

In April 2005, the first Interagency Community Development Summit was held in Scottsdale. Each agency was asked to invite staff that represented a cross section/vertical

slice that included staff with direct contact with constituents and families to managers/supervisors. ADHS brought two teams comprised of staff from the Office for Children with Special Health Care Needs and the Division of Behavioral Health Services. Arizona Department of Economic Security invited staff from the Division of Developmental Disabilities and the Division of Children and Families (CPS). Bonnie Strickland with the Maternal and Child Health Bureau in Washington, D.C. was the keynote. ADHS is currently moving forward with infusing this approach within the Sickle Cell Anemia Program known as Operation Sickle Cell. Several families who have actively participated in the Sickle Cell Family Support Group want to move towards an action orientation so that community conditions improve for individuals and family members who live with Sickle Cell Anemia.

Resource: Overview of the Community Development Initiative of Arizona May 2005.

#### Agency Updates –

ADHS: Operation Sickle Cell has included a presentation to ADHS staff by individuals and families of children with Sickle Cell Anemia as a first step in implementing this initiative. The stories shared with staff significantly impacted what we thought was known about the disease. It is widely believed that this disease primarily impacts individuals who are Black however this is only a myth. Individuals and families reflected on the struggles experienced in accessing services through hospital emergency rooms. Hospital staff perceives these individuals to be drug addicts rather than patients in crisis. Community Development and Sickle Cell Anemia Program staff met with families who self identified as interested in the development of a new community action team based on this special health care need rather than organizing themselves by geographic area. Two parents and one individual living with this disease have expressed an interest to share in the leadership of this new team.

Community Development staff continue to provide the Office for Women and Children's Health with ongoing technical assistance as they are in the process of developing a family involvement program.

The Turtle Nation Coalition Movement, a newly developing community action team is being supported by ADHS/OCSHCN Community Development Program and the Integrated Services Grant. Twila Pochoema is the first Parent Community Development Leader. A year ago, Twila and Jolene Johns, Parent Trainer with the Hopi Office for Special Needs began participating at the Page Partnership for People with Special Needs. They were mentored and inspired by the Page Partnership team leadership to consider starting a team on the Hopi Nation. A number of the families on the Hopi Nation have reflected on the various attempts to develop a team however not easily sustainable when people come and go. The families understand and are committed to do all the work possible so they can become self reliant. One of their first initiatives is to develop a better relationship with their Tribal Council. A special needs activity day and picnic is being planned so that Tribal Council members can participate with individuals with special needs and their families to better understand what they experience daily. The team wants to be able to come together in collaboration rather than in conflict. As a

result of this work on the Hopi Nation, Community Development Program staff has been invited to present in Kayenta on the Navajo Nation.

ADES: Susan Hallett mentioned that she had to leave early so wanted to know if she could share her update next. How can community development be institutionalized within agencies? The work that needs to occur cannot just be through the DES training offices.

Susan reflected on the success of the DES Breakthrough Series two day Pre-Training at ASU West for twenty teams comprised of staff and family and community partners (total of 18 members). Some teams have already expressed an interest to grow in numbers and increase their representation. Pre-Training partners included Parent Community Development Leaders and OCSHCN staff, MIKID and Family Involvement Center parents and staff. Parents and staff participated as presenters and team facilitators. The Breakthrough Series is intended to have a short turnaround with a quick action orientation. As part of the initial introduction to this initiative, we must have a deliberate conversation about this process being a movement not a pilot or project. Sharing across the state sustains this as a movement. Ongoing support to this initiative is critical to the success of community action teams. They are also in the process of establishing their “expert faculty” based on subject matter and based on methodology.

Their Family to Family Child Welfare area is developing parent advocacy training using the family partner approach. They are also pursuing grant opportunities for staff teams in TANF and Child Welfare.

DES has a request for proposal process that is inclusive of family involvement/community development. How to work with private vendors through this contracting process to infuse this initiative and philosophy.

Susan also mentioned some community development work occurring on the Salt River Pima Indian Community.

BIG thought to share: Bring other agency staff, managers and administrators, so that they can meet regular basis with families as a means on expanding the educational opportunities of this initiative. Possible scenario, Agency Director or designee make sustainable commitments to this strategy; meet on a regular basis to sustain the momentum and leadership.

Idea: Host a Community Development Conference for up to 500 people that will affirm this initiative as a big deal and will create mutually reinforcing enthusiasm and excitement. Topics may include how to incorporate in the daily lives within agencies and how we support that; and the community development philosophy and principles and how to apply it to all we do, if we just work it well.

AHCCCS: Gina Flores reflected on a customer service call center at the Director’s Office. They have begun discussions about who else needs to be at the table. Expressed

a desire to incorporate language in their responses to the public that is moving from a service to a community development orientation.

AHCCCS Health Plan contractor request for proposal is inclusive of an element of working in the community with an emphasis on involvement. This can be strengthened by including elements of community development. Gina expressed an interest in bringing health plan partners together and having the partners share what their conceptual approach to community involvement.

Director Rodgers very much enjoyed joining the Parent Community Development Leader Spring Meeting at the Flinn Foundation. Gina specifically referred to his call for action with the [www.211.gov](http://www.211.gov) as he wants to ensure that the community action teams are included as part of this database.

Office of the Governor:

Judy shared her experience in several arenas including private efforts with lots of public support, philanthropy and early childhood education. Judy started her new role on Monday, April 10<sup>th</sup> and working on childcare and early education. Their infant mental health plan is being redeveloped and this would be a good time to incorporate the community development elements and principles. They want to strengthen staff development in the area of childcare and the development of a rating system. She will check with other divisions within the office that can be interested in this initiative.

Becky spoke about how the Children and Family Alliance is partnering to respond to a school readiness grant. She found the Discovery Tool to be exceptional and would be ideal to assess each of the community action teams and partnerships developed.

Judy spoke about their office request for proposal process and how the review process should include family leadership participation. It is always helpful to have a number of committed participants so that it is not the same parent over and over again.

DHS:

Robert Crouse and Vicki Johnson reported together as there has been a great partnership in developing and promoting family leadership. As part of MIKID's family driven series of activities, they are developing a "road map", what can be expected when a family comes into the behavioral system of care. A review committee is currently developing a working draft with a final copy, a new tool to be published in the summer 2006. This resource is intended to be broadly available and accessible outside the behavioral health system of care. Another resource is being planned on the child and family teams.

The Family Involvement Center is planning the development of a video on the issue of natural and informal supports.

Vicki reflected on her participation on a committee that promotes a relationship between the behavioral and educational system. Materials and protocols may be developed sometime in October 2006.

This year, the Jason K. settlement planning meetings now include family members in a meaning way. The process is driven by families and individuals impacted by the system of care. Families are identified to serve in this capacity from the cadre of trained parents/individuals trained by MIKID and FIC. Families are included in the area of Quality Management with tools to analyze progress towards the 12 principles. This tool is used during real interviews with families and individuals in their homes. This process is intended to validate if the system is really working. These can be considered independent reviews.

**ADJC:**

Hired four parent liaisons to work in the secure care facilities. They have secured funding to pay for family participation. Esteban Velóz attended the OCSHCN Parent Community Development Leader Spring Meeting. He invited Leaders to join him when meeting with Juvenile Court Judges in their community/county. They are interested in bringing ADJC families to the teams and they will be taught the community development way and how this approach will better improve conditions in the community in preparation for the youth to return home.

**PGBHA:**

Liz shared a copy of a newspaper article published by the Globe newspaper, The Copper Country News, March 2, 2006 and highlighted their partnership with the Gila County Attorney's Office, the Superintendent of Schools and several Judges who attended their meeting (copy of article).

Liz mentioned how community development is something that is concurrent and not sequential. She reported the great success at the Casa Grande Family Expo that included state and local agencies as well as non-profit organizations. Good networking opportunities that promoted connections across the vendors represented and the public. They have begun planning for next year.

A Family Resource Center will be opening in June within a 99 bed new detention center to be built in Globe. It is very much intended to be family and youth centered. Liz praised the vision and commitment of Gilbert Contreras.

**Report to the Governor:**

Agencies involved in this initiative continue to document progress that may not currently be reflected on the working draft. All team members are encouraged to review and amend the reports initially submitted to Linda Hamman to reflect any new activities or progress made that should be reported.

**Linda will send out the complete compilation of reports to all members by this afternoon, April 14<sup>th</sup> and due back within a week, April 21<sup>st</sup>.**

Need to schedule another planning meeting as the next Governor's Children's Cabinet presentation date of May 26<sup>th</sup> is quickly approaching. We want to have the next meeting

be a time to rehearse what will be shared as the Cabinet meeting next month, not to exceed 10 minutes.

Judy Walruff will check to see if a meeting space at their office can be secured. Next meeting date for this Steering Team is May 9<sup>th</sup> from 9 a.m. to 11: 30 a.m.

Reviewed Clipart:

Based on previous meetings and conversations, Linda selected clip art that reflected the visuals we want to project for the Governor's Children's Cabinet presentation in May.

Need to promote family and agency representatives rather than families and professionals.

What is said along with the slides may impact their thinking probably more so that using pies and charts.

Gina Flores is the staff person for Director Rodgers. She mentioned the Gov. Children's Cabinet developing three performance/objective indicators that she will share with Linda electronically.

We may be confined by our funding streams however we may also be confined by our perceptions of constraints.

Clip art placement reinforces the message, keys to the bus, keys to unlock the bus, keys to unlock doors towards road of sunshine. Consider using a "person without a face".